

Shipping Policy

COVID-19 RESTRICTIONS

We are still shipping items and offering Grotto pick up. However, shipping may take a little longer than usual and Grotto pick up may only be available at very limited times. We are often able to deliver locally in Thanet for free - please do ask.

BREXIT RESTRICTIONS

We are currently only shipping to the UK. We hope to re-start shipping to Europe once the dust has settled!

UK Delivery

We make every effort to dispatch items within three working days and aim for UK delivery within seven days of receiving your order.

Standard UK delivery is £4.99, £3.99 for prints, £2.99 for small orders, £1.99 for greetings cards and £9.99 for bulky items. Free delivery over £100. If you order from multiple categories the highest rate of postage will be applied to all of your order.

Grotto Pickup available

Normally ready in 2 business days. Please wait for email notification before collecting your order, and bring your order number and ID with you. Our opening hours will be detailed on your email.

Prices are based on the use of multiple courier systems; Shell Grotto Trading will determine the courier or postal service used on each order.

Overseas Delivery CURRENTLY SUSPENDED

Delivery to EU countries is £14.99, or £9.99 for small orders. Deliveries are tracked and take around 4 days. Free delivery over £100.

Please email us for a delivery quote for countries outside the EU.

There may be local import duties and/or taxes payable on goods delivered outside the UK. It is the customer's responsibility to pay these charges.